

**CALIFORNIA HIGH-SPEED RAIL AUTHORITY
DUTY STATEMENT**

PARF #46-9-057

CLASSIFICATION TITLE Staff Services Manager I (Supervisor)	OFFICE/BRANCH Administration/ Administrative Services/ Administrative Resources Section/ Business Services Unit	LOCATION Sacramento
WORKING TITLE Business Services Manager	POSITION NUMBER 311-001-4800-007	EFFECTIVE 11/9/18

GENERAL STATEMENT:

Under the general direction of the California High-Speed Rail Authority's (Authority) Staff Services Manager II, the Business Services Manager (BSM) is responsible for managing the Business Services Unit and the staff who perform broad and varied administrative functions. The BSM provides oversight for the following functions which include but are not limited to: facility management of office space, facility management in operations, supply and furniture purchasing, P Card (formerly Cal-Card) purchasing, contracting activities, forms development, recycling program administration, health and safety, commute coordination, fleet management, asset tracking, receptionist desk and mail room services.

To ensure proper policies and procedures are being followed, all work will be performed in accordance with the State Administrative Manual (SAM), Purchasing Authority Manual (PAM), State Contracting Manual (SCM), policies, procedures, Authority guidelines, Management Memos, Administrative Orders, and office procedures using Microsoft applications. The essential functions are as follows:

TYPICAL DUTIES:

Percentage Job Description
Essential (E)/Marginal (M)

- 35% (E) Plan, direct, and oversee all aspects of space planning, and assist with acquisition and leasing projects, including cost estimating, budgeting, site selection, office design and layout, modular furniture, and negotiating with architects, engineers, lessors, and contractors on such issues as office design, workflow, organizational adjacency, physical and data security, and public access for the Authority's field offices. Act as back-up to Staff Services Manager II for all facilities projects, including but not limited to: tenant improvements and leasing. Provide technical expertise and project management oversight on complex facility projects. Help with specific contracting activities which include negotiation of commercial, industrial or office leases of buildings. Manage office space with responsibility for maintenance, repairs, equipment and services. Assist with the developing and maintaining appropriate tracking and oversight of leasing and facilities project costs that supports the Authority's objectives for development and operation of the project. Ensure Authority contact list, seating charts and floor plans for all Authority offices are kept current.

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- 30% (E) Ensure accuracy, timeliness and completeness to timely processing and completion of all requests sent to Business Services, including: order processing and delivery of requested office supplies; business cards and keys; and coordination of collection and removal of surplus of property; and assist with the coordination of contracts and collection of all building recycling services. Oversee E-waste disposal through PIA; supervise the front reception desk and clerical pool tasks; completion of established mail routes and schedules; maintenance of incoming and outgoing courier services and provision of back up capability for mail services. Satisfactory resolution of issues related to customer service or complaints must be met. Certified through DGS as an ergonomic evaluator to conduct ergonomic evaluations, implement solutions, and make recommendations to prevent and reduce ergonomic related injuries.
- 10% (E) Act as Health and Safety Officer. Assist in the effective operation of the Authority in case of emergency in accordance with state policies and guidelines. Lead responsibility to ensure the Business Services Unit can efficiently and effectively re-establish services, on-site or at another location, after a pandemic or emergency has affected the building. Oversee and maintain the Authority's disaster drills to comply with building management requirements and direction for the building evacuations. Provide emergency evacuation training annually to all staff, and quarterly for newly onboarded staff. Ensure that each employee has taken the mandatory evacuation training.
- Learn, via FEMA on-line courses, the aspects of emergency management. Facilitate discussions and documentation by Business Services staff on critical and prioritized tasks.
- 15% (E) Perform supervisory management functions such as: approving work schedules, staff absence, and overtime requests in a manner that will allow for adequate coverage and uninterrupted workflow; evaluating employees performance by preparing appraisals and probationary reports; taking action as necessary to initiate disciplinary proceedings and adverse action; recruiting, interviewing and hiring staff to fill vacancies; and performing other administrative and supervisory duties as required.
- 5% (E) Assist in development of annual Unit budget for operating expenses and budget change proposals as needed. Prepare reports for management; develop annual training plans for employees.
- 5% (E) Interact with the Legal Office and EEO in order to accurately communicate, lead and direct staff with adherence and compliance to the Americans With Disabilities Act (ADA) guidelines.

KNOWLEDGE AND ABILITIES:

Knowledge of: Principles, practices, and trends of public and business administration, including management and supportive staff services such as budget, personnel, management analysis, planning, program evaluation, or related areas; principles and practices of employee supervision, development, and training; program management; formal and informal aspects of the legislative process; the administration and department's goals and policies; governmental functions and organization at the State and local level; Authority's Equal Employment Opportunity objectives; and a manager's role in Equal Employment Opportunity and the processes available to meet Equal Employment Opportunity objectives.

Ability to: Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies; manage a complex Staff Services program; establish and maintain project priorities; develop and effectively utilize all available resources; and effectively contribute to the Authority's Equal Employment Opportunity objectives.

DESIRABLE QUALIFICATIONS:

- Experience in or knowledge of facilities, space, and lease management.
- Experience with current purchasing policies, practices and trends.
- Experience supervising or managing the full range of business services functions.
- Ability to promote and be accountable for customer satisfaction and quality service.
- Experience directing and motivating employees.
- Experience handling multiple projects simultaneously.
- Utilize a variety of analytical techniques and methodologies to resolve complex governmental and managerial problems.
- Review and write clear and concise reports.
- Analyze data and present ideas and information effectively both verbally and written.
- Utilize interdisciplinary teams effectively in the conduct of studies.
- Familiarity with the Authority's mission and goals.
- Working knowledge of all laws and regulations related to Title 2, the Americans with Disabilities Act, the State Administrative Manual, and Authority policies and procedures.
- Establish and maintain project priorities.

SPECIAL PERSONAL CHARACTERISTICS

Foster a team environment, provide positive direction, and display open-mindedness, flexibility and tact.

SUPERVISION EXERCISED OVER OTHERS:

This position supervises the Business Services Section staff at the Authority which consists of the Staff Services Analyst, Associate Governmental Program Analyst and Office Technician classifications.

PUBLIC AND INTERNAL CONTACTS:

The incumbent will have regular contact with all levels of staff at the Authority and with vendors, contractors and the general public. It is critical that the employee in this position be able to deal tactfully with all levels of management resulting in a positive image. The incumbent meets and consults with many State departments such as the Department of General Services, Cal/OSHA, the State Fire Marshal, etc. about issues relating to the building and other facilities issues.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS:

The incumbent will have oversight over millions of dollars in facilities projects annually. Improper controls, cost estimates and project management could result in cost overruns that may cost the state millions of dollars.

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SPECIAL REQUIREMENTS:

Employee may be required to sit for long periods of time using a keyboard and video display terminal. Must have the ability to multi-task, adapt to changes in priorities, focus for long periods of time, and be able to organize and prioritize work assignments. It is important that employees work with others in a cooperative manner and to effectively interact with all levels of management, staff, and stakeholders.

WORK ENVIRONMENT:

Employee will work in a climate-controlled office under artificial light. However, due to periodic problems with the heating and air conditioning, the building temperature may fluctuate. Employee may be required to travel.

I have read, and understand the duties listed above and can perform them either with or without reasonable accommodation. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

Name of Employee: _____

Signature:	Date:
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I have discussed the duties with and provided a copy of this duty statement to the employee named above.

Name of Supervisor _____

Signature:	Date:
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